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# Baker-Polito Administration Announces New Leadership at the Office of Consumer Affairs and the Division of Professional Licensure

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Executive Office of Housing and Economic Development

Office of Consumer Affairs and Business Regulation

Division of Professional Licensure

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**BOSTON** — Today, Undersecretary Edward A. Palleschi announced leadership appointments and transitions at the Office of Consumer Affairs and Business Regulation (OCABR) and the Division of Professional Licensure (DPL). James A. Duggan has been

named Deputy Undersecretary of OCABR. DPL Commissioner Diane Symonds will resign effective March 6, 2020, and Layla D’Emilia, Esq. will succeed her as the new Commissioner. Katie Fitzpatrick has been appointed as First Deputy Commissioner of Process and Performance Management for DPL.

"As we continue the work of protecting consumers and regulating industry, I am pleased to have these three professionals join OCABR and DPL to aide in modernizing operations and enhancing efficiencies in the licensing process," **said Undersecretary Palleschi**. "Jim, Layla and Katie each bring a unique and relevant skill set to their new roles. We appreciate the work Diane has done for the Commonwealth during her tenure with DPL, and wish her the best in future endeavors."

As Deputy Undersecretary, **Jim Duggan** will provide operational leadership for OCABR and the five regulatory agencies it oversees which have a combined operating budget of over \$87 million and together have approximately 600 employees. Duggan most recently served as Town Manager for the Town of Dracut, and brings considerable government administration and operations experience to OCABR. Duggan's appointment is effective February 25, 2020.

**Layla D’Emilia**, who has previously served as Deputy Director of Policy and Boards at DPL, returns to the department as Commissioner with nearly two decades of experience spearheading complex policy initiatives and supervising staff and office operations. D’Emilia joins DPL from Indigo Consulting, a legal consulting firm, where she was Founder and Principal. D’Emilia's appointment is effective as of March 9, 2020.

Joining DPL as First Deputy Commissioner of Process and Performance Management, **Katie Fitzpatrick** brings years of project management, data analytics, programming, and performance management experience from both the public and private sector. Fitzpatrick has been Acting Director at MassHealth Data Warehouse for the past year, previously held the position of deputy director. Fitzpatrick's appointment is effective March 2, 2020.

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## About James A. Duggan

Jim Duggan comes to OCABR with over 30 years of municipal government experience with an emphasis on implementing organizational and operational change. Most recently, he was the Town Manager of Dracut where he is credited with improving the bond rating, leading growth of close to \$80 million in commercial development for the town, and streamlining the permit process in multiple departments while launching an online permitting program. Jim also worked with state and local boards and commissions to effect change in local policies and ordinances to support economic growth and stability.

Previously he was the Chief Administrative Officer for the City of Gloucester where he oversaw day-to-day operations, supervised all city department heads with strict accountability, led multi-million-dollar infrastructure projects, and was responsible for collective bargaining of all unions. He has also held administrative positions with the cities of Marlborough, Methuen, and Lowell—experiences in which he has showcased his strategic vision, collaborative abilities, and strength as a leader.

Jim is a graduate of Westfield State University and holds a Master's degree in Public Administration from Suffolk University.

## About Layla D'Emilia

Layla D'Emilia has spent more than 18 years managing complex policy initiatives and organizing government responses to major crises in both state and federal government. Most recently, she has been Principal of Indigo Consulting, a legal consulting firm she founded. Layla previously served as a senior member of the Executive Office of Public Safety and Security (EOPSS) where she was part of a public safety team that offered quick operational responses and guidance to the Administration and legislators around the Commonwealth from natural disasters.

As the former Deputy Director for Policy and Boards at DPL, Layla directly oversaw and supervised staff, operations, and policies. She provided leadership and coaching to the nine executive directors and evaluated them in their individual and unit capacities. She also worked extensively on policy and regulatory matters and oversaw the appointments

of all gubernatorial board members. Public safety has always been a priority for Layla who was formerly Vice President of Violence Intervention and Prevention Programs at Health Imperatives; and, served as the Interim Title IX Director at Wheaton College and on the Massachusetts Department of Higher Education Commissioner's Task Force on Campus Safety and Violence Prevention. She is also an approved trainer for the Massachusetts 911 Department.

Layla is a graduate of West Virginia Wesleyan College and Suffolk University Law School.

### **About Katie Fitzpatrick**

Katie Fitzpatrick has worked for the Commonwealth of Massachusetts for fourteen years in roles with increasing responsibility. Most recently, she has been Acting Director at MassHealth Data Warehouse where she was responsible for leading a staff of 50, vendor and contractor management and procurement, long-term strategic planning and Agency alignment; and, planning and directing data quality initiatives. Both her public, and private sector, experience has been focused on project management, process, and gathering quality data. Earlier in her career, Katie was a senior systems programmer, a business analyst, and a banking industry process advocate.

Katie is a graduate of the University of Massachusetts Boston and holds a certificate in Human Services Leadership from Suffolk University.

### **About the Office of Consumer Affairs and Business Regulation:**

The Office of Consumer Affairs and Business Regulation (OCABR) oversees and supports five regulatory agencies: Division of Banks, Division of Insurance, Division of Professional Licensure, Division of Standards, and the Department of Telecommunications and Cable. These agencies have a combined operating budget of over \$87 million and together have approximately 600 employees. OCABR also oversees the state's Home Improvement Contractor Programs, Lemon Laws Programs, Data Breach reporting, and the Do Not Call Registry. Learn more at: [www.mass.gov/ocabr](http://www.mass.gov/ocabr) (/ocabr).

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## Office of Consumer Affairs and Business Regulation

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The Office of Consumer Affairs and Business Regulation protects and empowers consumers through advocacy and education, and ensures a fair playing field for the Massachusetts businesses its agencies regulate.

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## Division of Professional Licensure

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The Division of Professional Licensure, through its 38 boards, licenses and regulates individuals and businesses in some 167 trades and professions.

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